

TOWN OF IPSWICH UTILITIES DEPARTMENT



272 HIGH STREET, PO BOX 151 • IPSWICH, MA 01938 • (978) 356-6635 • FAX: (978) 356-6634

June 14, 2016

RE: Commercial Water Use

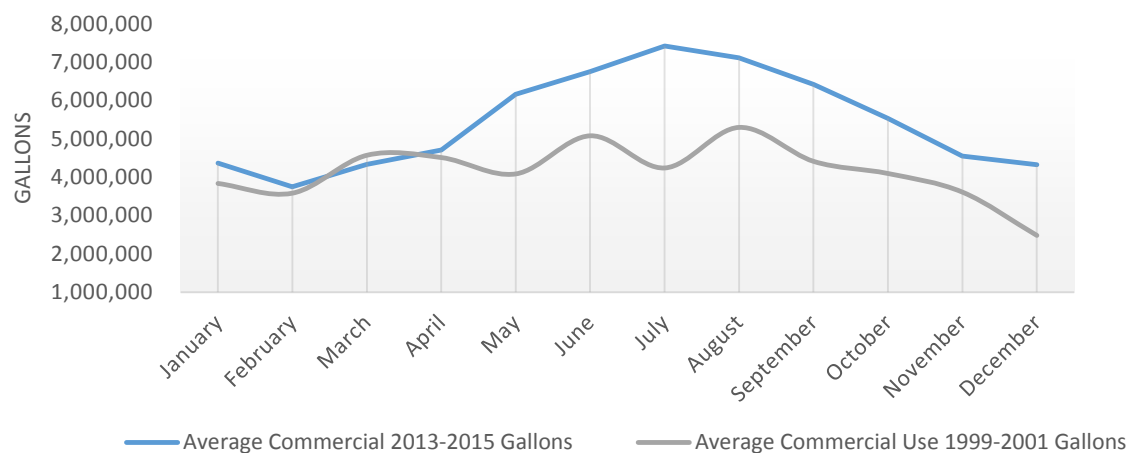
Dear Customer,

As a commercial customer, you benefit from a stable, year round water rate. Residential customers, however, are charged a higher rate for water during the summer months as part of a seasonal rate program that has been in place since 2003. This program has proven effective in reducing residential customers' summer water use.

Commercial customers are not currently included in the program due to their low impact on overall water use. Commercial customer use represents approximately 20% of all water use and the summer peak has been historically small.

You are receiving this letter due to recent trends that show an increase in overall water use by the commercial customers and a dramatic increase in the peak summer use. The peak summer use occurs in the month of July and is roughly 75% higher than it was when the seasonal rate program was being developed. See Chart 1.

Chart 1



The Water Commissioners are concerned with this new data and urge all customers to reevaluate their water use and make adjustments as necessary to minimize all non-essential water use, particularly during the summer months. Should this trend continue, commercial customers will be considered for inclusion in the seasonal rate program.

The Ipswich Water Department is partnered with EPA's WaterSense program. WaterSense has developed a variety of resources and initiatives to help facility managers, building owners, and other

stakeholders save water, energy, and operating costs. Please visit their website for more information <https://www3.epa.gov/watersense/commercial/>.

The Ipswich Water Department and Commissioners thank you for your cooperation and attention to this important issue.

Should you have any questions, please feel free to contact me at 978-356-6635 ext. 2108 or vhalmen@ipswichutilities.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Vicki Halmen". The signature is fluid and cursive, with the first name "Vicki" and last name "Halmen" clearly distinguishable.

Vicki Halmen
Water & Wastewater Director